

Nevada Affordable Housing Assistance Corporation

JOB DESCRIPTION

POSITION TITLE: Floater

CLASSIFICATION/STATUS: Non-exempt / Hourly

REPORTING RELATIONSHIP: 1. Assigned Manager 2. CEO/COO

POSITION SUMMARY: The Floater will assume job duties and responsibilities on an as-needed basis. In addition, the Floater will perform administrative tasks as assigned. All activities will be performed in accordance with established policies and procedures.

RESPONSIBILITIES AND DUTIES:

1. Answer telephone calls from homeowners and the public in a professional manner, provide accurate information about the programs, and respond to caller inquiries in compliance with company and regulatory policies, procedures, and guidelines.
2. Identify homeowners' problems and concerns and offer appropriate solutions.
3. Ensure the confidentiality of all personally identifiable information (PII) they obtain or observe.
4. Collect, review, and verify homeowner financial information for program benefit assistance.
5. Communicate both verbally and in writing with homeowners in order to obtain personal and financial data and to assist in processing requests for assistance.
6. Review files in the portal to verify that data is complete and meets established standards.
7. Respond to mortgage servicer inquiries and requests.
8. Monitor records from mortgage servicers and ensure they are received timely; follow up as needed.
9. Gather and prepare required documents, which may include payoff, subordination, reconveyance and/or other documents.
10. Schedule and conduct closing appointments in a timely fashion.
11. Communicate both verbally and in writing with homeowners.
12. Thoroughly verify all required information.
13. Perform office and administrative duties as assigned.
14. Assist management in other duties, as assigned.

The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be added as necessary or desirable, with or without notice.

QUALIFICATIONS AND REQUIREMENTS:

1. High school diploma or equivalent.
 2. 3-5 years of customer service.
 3. Knowledge of loan processing, closing procedures and documents, eligibility requirements, payoff, governmental and agency requirements, terminology, and automated processing systems.
 4. Proficiency in Microsoft Word, Excel and Outlook.
 5. Well-developed ability to manage multiple tasks/projects and deadlines simultaneously.
 6. Strong organizational skills and detailed orientated.
 7. Strong verbal and written communication skills.
 8. Ability to maintain strict confidentiality and discretion.
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PHYSICAL DEMANDS:

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The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

1. The individual is required to regularly sit at a computer and enter data for extended periods of time.
2. The individual is required to listen and talk to individuals and before groups in the performance of the job.
3. The individual is regularly called upon to deal with stressful situations and a high work volume.
4. The individual is regularly required to stand, walk and drive for extended periods of time.
5. The individual is occasionally required to bend, stretch and use hands to handle or feel objects, tools, or controls and to reach with hands and arms.
6. The individual is occasionally required to lift up to 25 lbs.
7. Position requires some travel and scheduling flexibility.

JOB DESCRIPTION ACKNOWLEDGMENT:

I have received a copy of my job description dated _____. The job description describes duties and responsibilities which apply to me. I agree to read the job description and understand it may be amended as company conditions or requirements necessitate. In that case, changes will be communicated to me.

Employee Signature

Date

Employee Name (printed)

Date

Supervisor Signature

Date

Please keep a copy for your records
